

Western Cape CDW Workshop

Civic Centre, Cape Town
28-29 OCTOBER 2004



dplg
Department of Public Works and Administration

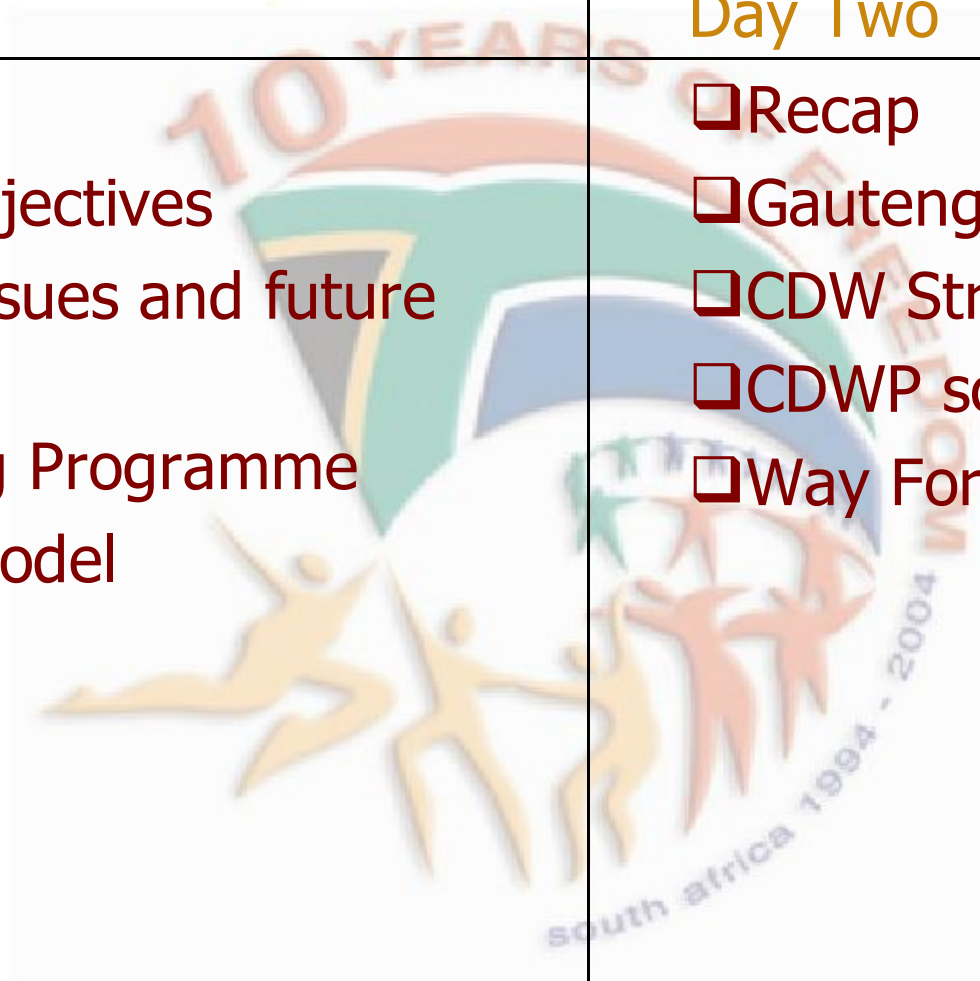
Workshop Programme

Day One

- Welcoming
- Workshop Objectives
- Identifying Issues and future challenges
- CDW Training Programme
- The Cuban model
- Commissions

Day Two

- Recap
- Gauteng model
- CDW Strategic intent
- CDWP scorecards
- Way Forward



Workshop structure

Purpose of the workshop

- a) Commit all stakeholders to Presidential targets
- b) Build confidence in the CDW project the amongst NTT
- c) Identify issues and indicate how to move forward with process

Objectives

- a) To design an outcomes based strategy for fast tracking
 - b) To assist provinces in developing systems for enhancing the administrative tasks
 - c) To design scorecards or monitoring and evaluation
- To produce a comprehensive report on the CDW project
- To build confidence in the project



KEY ISSUES IDENTIFIED

The following key issues were identified by the NTT members

ISSUE	IMPLICATIONS
Institutional framework, structure, coordination, monitoring and evaluation	A clear and simple institutional framework for the strategic leadership and operations of the CDW project must be developed and instituted. Scorecards for the key delivery processes and performance areas must be developed and put in place to drive the process.
Role of the CDW, career path, training and tasks	The unique contribution value of the CDW must be identified and broken into key performance areas, tasks and performance measures. A performance scorecard and career development plan must be investigated.

KEY ISSUES IDENTIFIED (Continued)

The following key issues were identified by the NTT members

ISSUE	IMPLICATIONS
Budget, learnerships, workplace training, field work, national budget	The locations of accountability for the budgets of the various stages of the CDW supply chain must be identified and a CDW Budget Policy and Structure for phasing in and sustaining CDWs must be produced
Local stakeholders management – conflict resolution	The reporting points, levels channels and context for the CDW must be identified and communicated to all role players at provincial and local level

SCORECARD FRAMEWORK

There was consensus on the need for a set of scorecards to speed the implementation and to enhance monitoring and evaluation at provincial and national level. Coordinators produce provincial scorecards, dplg consolidate into and produce national scorecards

SCORECARD

CDWP INSTITUTIONAL DEVELOPMENT SCORECARD

KEY MEASURES

- a) Governance structure development progress
- b) Staff structure development progress
- c) CDW deployment strategy
- d) Infrastructure and systems support progress
- e) CDW Code of Conduct development progress
- f) Monitoring and evaluation system progress
- g) Budget strategy progress



SCORECARD

KEY MEASURES

PRE-LEARNERSHIP READINESS SCORECARD

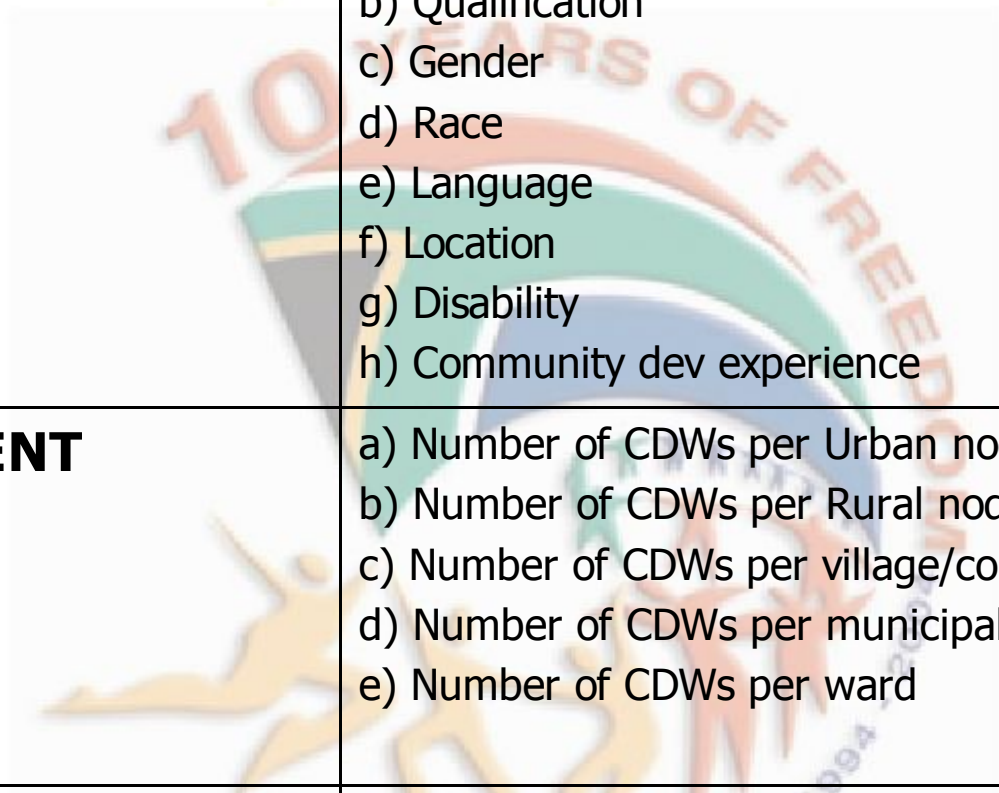
- a) Mentors appointed and trained
- b) Assessors appointed and trained
- c) Service providers appointed and trained
- d) Learnership agreements signed
- e) Employment contracts signed
- Code of conduct signed
- SLA signed
- DW workstations allocated
- (Stations compliant to Health & Safety Regulations)

LEARNERSHIP IMPLEMENTATION SCORECARD

- a) Number of learners
- b) Number of blocks completed (Distribution)



SCORECARD	KEY MEASURES
LEARNER PROFILE SCORECARD	<ul style="list-style-type: none"> a) Age b) Qualification c) Gender d) Race e) Language f) Location g) Disability h) Community dev experience
CDW DEPLOYMENT SCORECARD	<ul style="list-style-type: none"> a) Number of CDWs per Urban nodes b) Number of CDWs per Rural nodes c) Number of CDWs per village/community d) Number of CDWs per municipality e) Number of CDWs per ward
CDW PERFORMANCE/ DELIVERY SCORECARD	<ul style="list-style-type: none"> a) Number of service delivery cases identified, ie. Grants b) Number of cases solved c) Number of cases unresolved d) Reasons for not resolving cases e) Number of projects registered and included in the IDP f) Number of projects CDW is involved in g) Number of beneficiaries



SCORECARD FRAMEWORK

COMMUNICATION SCORECARD

SCORECARD	MEASURES	KEY INDICATORS
CDW PROJECT	<ol style="list-style-type: none"> 1. Adoption of Provincial communication strategy 2. Drafted by dplg/DPSA and Provincial Communication Team, SALGA, GCIS and other relevant departments 3. Adopted by Provincial Committee led by Premiers office 4. Stakeholder Liaison Programme for municipalities 5. Public Participation Program 	<p>Approval of provincial communication strategy</p> <p>Approval of strategy and monthly reports</p> <p>Events in every community</p>

Road shows, izimbizo, ward

SCORECARD FRAMEWORK

COMMUNICATION SCORECARD

SCORECARD	MEASURES	KEY INDICATORS
CDW NATIONAL COMMUNICATION SCORECARD	<ol style="list-style-type: none"> 1. Adoption of Communication Strategy 2. Implementation of Communication Strategy <ul style="list-style-type: none"> • Integrated presentation • Communication Toolkit • GCIS backup • FAQ – Simplified version • Publicity – Posters/ Brochures • Documentation 3. Stakeholder workshop 4. Marketing Plan 5. PR Plan National Launch, Provincial and Local Launches 	<ol style="list-style-type: none"> 1. Presentation to Communication cluster 2. Present to GCIS 3. Present to Provinces 4. Present to GCF 5. Availability of Toolkit 6. Execution Workshop 7. Handbook for Stakeholders 8. Toolkit for Departmental presentations 9. Departmental reports

THANK YOU



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